

Massachusetts Electric Company

Reliability - Outage Frequency (1)

<u>Calendar Year</u>	(a) <u>Customer Hrs</u> <u>Interrupted</u>	(b) <u># Customers</u> <u>Interrupted</u>	(c) <u>Avg # of</u> <u>Customers</u>	<u>Frequency</u> formula: (b) / (c) <u>Average</u>
1996	1,694,857	1,474,258	1,161,288	1.270
1997	1,633,701	1,287,406	1,175,182	1.095
1998	1,489,774	1,291,802	1,191,012	1.085
1999	1,674,243	1,468,695	1,192,597	1.232
Average				1.170
STD				0.094
Max level				1.358
25% level				1.264
Average				1.170
25% level				1.076
Max level				0.982

Actual Performance - Calendar 2000

(a) <u>Customer Hrs</u> <u>Interrupted</u>	(b) <u># Customers</u> <u>Interrupted</u>	(c) <u>Avg # of</u> <u>Customers</u>	<u>Frequency</u> formula: (b) / (c) <u>Average</u>
1,759,109	1,384,793	1,203,656	1.150

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, or 3) exclusions allowed under the new storm guidelines (any event that causes 15% of customer served in any operating area to be interrupted during the event).

(1) Frequency per Customer Served Interrupted / Average Customers.

Massachusetts Electric Company

Reliability - Outage Duration (1)

<u>Calendar Year</u>	(a) Customer Hrs <u>Interrupted</u>	(b) # Customers <u>Interrupted</u>	(c) Avg # of <u>Customers *</u>	<u>Duration (mins):</u> formula: (a) / (c) * 60 <u>Average</u>
1996	1,694,857	1,474,258	1,161,288	87.568
1997	1,633,701	1,287,406	1,175,182	83.410
1998	1,489,774	1,291,802	1,191,012	75.051
1999	1,674,243	1,468,695	1,192,597	84.232
			Average	82.57
			STD	5.32
			Max level	93.21
			25% level	87.89
			Average	82.57
			25% level	77.24
			Max level	71.92

Actual Performance - Calendar 2000

(a) Customer Hrs <u>Interrupted</u>	(b) # Customers <u>Interrupted</u>	(c) Avg # of <u>Customers *</u>	<u>Duration (mins):</u> formula: (a) / (c) * 60 <u>Average</u>
1,759,109	1,384,793	1,203,656	87.688

Note: Data source - National Grid USA IDS system. Reliability indices exclude 1) All transmission related outages where the Company does not own or operate the equipment, 2) any interruption at the secondary, transformer or service level, or 3) exclusions allowed under the new storm guidelines (any event that causes 15% of customer served in any operating area to be interrupted during the event).

Massachusetts Electric Company
Lost Work Time Accidents Rate

Calendar Year	(a) <u>LTAs</u>	(b) # of MECo <u>Employees</u>	(c) Hours <u>Worked</u>	Frequency formula: (a)*200,000 / (d) <u>LTA rate (1)</u>
1995	28	2,046	4,100,741	1.37
1996	36	2,023	4,051,779	1.78
1997	35	1,841	3,423,644	2.04
1998	25	1,730	3,534,852	1.41
1999	25	1,626	3,230,384	1.55
Average				1.63
STD				0.28
Max level				2.19
25% level				1.91
Average				1.63
25% level				1.35
Max level				1.07

<u>Actual Performance - Calendar 2000</u>				
(a)	(b)	(c)	Frequency	
<u>LTAs</u>	# of MECo <u>Employees</u>	Hours <u>Worked</u>	formula: (a)*200,000/(d)	
<u>LTA rate (1)</u>				
25	1,683	3,254,807	1.54	

historical information includes MECo and Eastern Edison only (future periods to include Nantucket)

Note: Lost Time Accident Rate per 200,000 hours worked = Number of Lost Time Accidents x 200,000/Actual Hours Worked. For 1991 and 1996, actual hours worked are estimated based on 2,004 hours per employee.

Massachusetts Electric Company
Customer Telephone Service - Northboro Call Center

<u>Year</u>	<u>Calls Ans</u>	<u><20 sec</u>	<u>%<20 sec (1)</u>
1997	1,586,454	1,084,896	68.4%
1998	1,479,346	1,071,754	72.4%
1999	1,488,413	1,115,436	74.9%
Average			71.9%
STD			3.3%
Max level			65.3%
25% level			68.6%
Average			71.9%
25% level			75.2%
Max level			78.5%

Actual Performance - Calendar 2000

<u>Calls Ans</u>	<u><20 sec</u>	<u>%<20 sec (1)</u>
1,729,859	1,356,490	78.4%

(1) The Percent of Calls Answered Within 20 Seconds is calculated by dividing the number of calls answered by a customer service representative within 20 seconds by the total number of calls answered by a customer service representative during the year. A call is considered answered when it reaches a customer service representative; abandoned calls are not considered. The time to answer is measured once the customer selects the option to speak with a customer service representative and thus leaves the recordings in the Voice Response Unit.

1997 was the first full year of operation at the Northboro Customer Service Center

Massachusetts Electric Company
Department of Telecommunications and Energy Cases

<u>Year</u>	<u>Combined Cases (1)</u>	<u>Combined Avg</u>	
		<u># of Resid Customers</u>	<u>Per 1,000 (2)</u>
1992	1,099	974,062	1.13 MECo & Eastern Ed
1993	1,243	983,064	1.26 MECo & Eastern Ed
1994	1,016	993,757	1.02 MECo & Eastern Ed
1995	1,011	1,004,527	1.01 MECo & Eastern Ed
1996	899	1,013,288	0.89 MECo & Eastern Ed
1997	1,001	1,035,264	0.97 MECo, Eastern Ed and Nantucket
1998	796	1,047,159	0.76 MECo, Eastern Ed and Nantucket
1999	846	1,058,921	0.80 MECo, Eastern Ed and Nantucket
Average			0.9800
STD			0.1658
Max level			1.3116
25% level			1.1458
Average			0.9800
25% level			0.8142
Max level			0.6484

Actual Performance - Calendar 2000

<u>Combined Cases (1)</u>	<u>Combined Avg</u>	
	<u># of Resid Customers</u>	<u>Per 1,000 (2)</u>
819	1,058,766	0.77

(1) Source of case data: Mass DTE Con Div (Electric Company Complaint Rates)

(2) Cases per 1,000 Customers = Number of Cases / Number of Customers x 1,000.

Massachusetts Electric Company

DTE Billing Adjustments (Between the Company and a Residential Customer)

<u>Year</u>	(a) Billing Adjustments per DTE (1)	(b) Index Factor (2)	(c) Avg # of Res Customers per Month (3)	Rev Adj per 1,000 Residen Customers (4)	Only available Billing and Customer numbers used
1992	35,801	0.94	974,062	34.42	MECo and Eastern Ed Only
1993	32,137	0.86	983,064	28.21	MECo and Eastern Ed Only
1994	38,685	0.89	993,757	34.78	MECo and Eastern Ed Only
1995	29,710	0.85	1,004,527	25.02	MECo and Eastern Ed Only
1996	17,770	0.85	1,013,288	14.93	MECo and Eastern Ed Only
1997	22,900	0.87	1,035,264	19.16	MECo, Nant, and EEdison
1998	34,112	0.96	1,047,159	31.22	MECo, Nant, and EEdison
1999	15,854	1.00	1,058,921	14.97	MECo, Nant, and EEdison
Average				25.339	
STD				8.182	
Max level				41.702	
25% level				33.520	
Average				25.339	
25% level				17.157	
Max level				8.976	

Actual Performance - Calendar 2000

(a)	(b)	(c)	
Billing	Index	Avg # of	Rev Adj per
Adjustments	Factor (2)	Res Customers	1,000 Residen
per DTE (1)		per Month (3)	Customers (4)
\$ 39,496	1.000	1,058,766	\$ 37.30

note - the billing adjs reported by the MDTE may include non-residential billing adjs. These amounts and non resid adjs included in prior years will need to be adjusted/recalc as soon as information becomes available.

- (1) Source of case data: Mass DTE Con Div (Consumer Division Adjustments Worksheet)
(2) see Index for Billing Adjustment worksheet (attached)

Massachusetts Electric Company

On-Cycle Meter Readings

Combined			
<u>Year</u>	<u>Meters</u>	<u>Estimated</u>	<u>% Read (1)</u>
1995	14,384,989	711,827	95.05%
1996	14,346,387	1,700,521	88.15%
1997	14,473,119	1,531,557	89.42%
1998	14,703,857	1,098,071	92.53%
1999	14,802,838	1,338,426	90.96%
Average			91.2%
STD			2.7%
Max level			85.8%
25% level			88.5%
Average			91.2%
25% level			93.9%
Max level			96.6%

Actual Performance - Calendar 2000

Combined			
<u>Meters</u>	<u>Estimated</u>	<u>% Read (1)</u>	
14,224,275	823,826	94.21%	

(1) Percent Read = 1 - (Meters Estimated / Total Meters).

(includes MECo 1995 to 1999, Eastern Ed 1995 to 1999, and Nantucket 1997 to 1999)

(3) Source FERC Form 1 page 301 - residential customers

(4) Cases per 1,000 Customers = Billing Adjustments times Index Factor divided by Avg # of Customers x 1,000.

(1) Duration per Customer Served (minutes) = Customer Hours Interrupted / Average Customers
X 60 minutes.